

According to Bernstein's January 2004 projections, cable MSOs will acquire 15.5 percent of consumer primary access lines in the United States by 2008.⁵⁷ Moreover, these figures understate the competitive effects of VoIP—VoIP is a competitive alternative to wireline service and therefore constrains its pricing wherever it is *available* as a competitive alternative, not simply where a consumer has actually switched. And, as noted earlier, broadband access and therefore VoIP is available to nearly 90 percent of U.S. households from a provider other than the incumbent LEC.⁵⁸

31. Verizon is particularly exposed to competition from the growth of VoIP. Goldman Sachs forecast in December 2003 that “the prospects for impactful (sic) market share losses by the Bells [to cable providers of VoIP] seem high” and projected that Verizon could lose 1.6 percent of its lines to cable telephony in 2004, 6.3 percent in 2005, and 12.0 percent in 2006.⁵⁹ The projected rapid growth of cable telephony and VoIP indicates that such services will compete strongly in both the local and long-distance markets.

32. The recent emergence of VoIP adds to the competitive pressure on the ILECs' voice services not only by increasing the capabilities of cable companies, but also by allowing new carriers to offer telephony over other companies' broadband facilities. Verizon faces VoIP competition from non-cable competitors, including both new ventures and traditional wireline carriers such as AT&T.

57. *Id.* at 3.

58. *See supra* note 4.

59. *See, e.g.,* GOLDMAN SACHS, *Telecom Services: Quantifying the VoIP Threat: An Eye-Opening Exercise*, Dec. 23, 2003, at 2 tbl. 2. Those projections are based on assumptions about the percentage of cable modem customers who will purchase voice services from their cable provider, and thus reflect anticipated losses from bundled competition. *Id.* at 2.

- **Vonage:** VoIP startup Vonage offers a "Residential Basic Plan," which provides a 500-minute bundle of local, toll, and long-distance to the U.S. and Canada for \$14.99, and an unlimited bundled plan for \$24.99.⁶⁰ Vonage subscribers can make and receive telephone calls the same way they always have by simply plugging their phone into an analogue telephone adapter (ATT) and then into their broadband connection.⁶¹ Vonage also offers certain novel features, such as the ability to make and receive calls from the same telephone number around the world.⁶² As of October 2004, Vonage had completed co-marketing agreements with numerous new broadband cable companies, raised a total of at least \$208 million in capital, and was adding 25,000 new lines a month to its network.⁶³ Vonage hopes to have 1 million subscribers by next summer.⁶⁴
- **Skype:** Skype, a free peer-to-peer VoIP telephone service, launched in September 2003, and reports that 9.5 million users have downloaded its software and spent more than 1.2 billion minutes engaged in free calls within its first year of operation.⁶⁵
- **AT&T:** AT&T launched CallVantage, its VoIP offering, in March 2004.⁶⁶ By August 2004, AT&T had expanded the offering to 121 major markets in 39 states, "demonstrat[ing] [AT&T's] commitment to get IP technology into the hands of consumers just as fast as possible."⁶⁷ UBS analyst John Hodulik expects AT&T to be "one of the real drivers" of VoIP services in the United States.⁶⁸ In October 2004, AT&T introduced a new CallVantage plan offering unlimited local service for \$19.99 per month, with local toll and long-distance calling to the United States and Canada billed at \$0.04 per minute.⁶⁹
- **Cavalier Telephone:** Cavalier Telephone began offering Phonom, its VoIP service, in January 2004, and currently offers local telephone numbers in Virginia, Maryland,

60. See Vonage Press Release, *Vonage Upgrades Local Unlimited Calling Plan to Premium Unlimited Plan*, October 1, 2004.

61. *Between a Rock and a Hard Place*, ECONOMIST, Oct. 9, 2003.

62. *Id.*

63. Vonage Press Release, *Vonage Completes \$105 Million Series D Financing Round Led by NEA, 3i and Meritech*, Aug. 25, 2004; Vonage Press Release, *Vonage Named Among Top 15 VoIP Companies of 2004*, Oct. 12, 2004.

64. Matt Stump, *Vonage Hits the Shelves; VoIPer Adds Retail To Keep Up Growth*, MULTICHANNEL NEWS, Oct. 11, 2004.

65. Skype.com (available at <http://www.skype.com>); David S. Bennahum, *Can You Hear Verizon Now*, Slate.com, Oct. 21, 2003 (available at <http://slate.msn.com/id/2090130/>); Skype News Release, *Skype Celebrates 1 Year Anniversary*, Aug. 29, 2004.

66. AT&T News Release, *AT&T Ushers in New Era in Communication with Launch of AT&T CallVantage Service - New Jersey*, Mar. 29, 2004.

67. AT&T News Release, *AT&T CallVantage Expands to 21 New Markets in Seven States in Nationwide Deployment*, Aug. 19, 2004 (quoting AT&T senior vice president for Internet Telephony, Cathy Martine).

68. See Reinhardt Krause, *Internet Phone Calls Could Squeeze Prices*, INVESTOR'S BUSINESS DAILY, Dec. 12, 2003.

69. See AT&T News Release, *AT&T Introduces New Residential VoIP Plan*, Oct. 14, 2004.

Delaware, eastern Pennsylvania, and southern New Jersey.⁷⁰ Phonom packages include a plan with unlimited local and 500 long-distance minutes for a 6-month promotional rate of \$20.99 (regularly \$27.99), and an unlimited local and long-distance calling plan for a 6-month promotional rate of \$24.99 (regularly \$34.99).⁷¹

- **ISPs:** In October 2004, EarthLink began offering free VoIP service to all 1.2 million EarthLink high-speed Internet access subscribers.⁷² AOL is reportedly testing a VoIP service with plans to launch in 2005.⁷³
- **Other VoIP-Based Providers:** Many new companies that do not offer traditional circuit-switched voice service at all have begun providing VoIP service. While Vonage is the largest of these new providers, other companies that offer unlimited local and long-distance calling plans include: VoicePulse and Net2Phone (for \$34.99);⁷⁴ FuturaVoice (for \$29.99);⁷⁵ eGlobalPhone and VoIP.Net (for \$29.95);⁷⁶ and Packet8, Lingo, BroadVoice, and BroadVox Direct (for \$19.95).⁷⁷ Many of these companies offer promotional rates and smaller, metered packages.

Many in the investment community note the strong influence that VoIP will have in the coming years.⁷⁸ John Hodulik, an analyst for UBS Investment Services, explains that VoIP is a “deflationary factor” that “is going to put substantial pressure on pricing [for phone services]

70. Phonom Press Release, *Phonom Is First-to-Market with Complete Residential Digital IP Telephony to Virginia, Maryland, S. New Jersey, Delaware, and Philadelphia*, Jan. 12, 2004.

71. See Cavalier Telephone, *Phonom Voice over Broadband Phone Service*, downloaded on Oct. 12, 2004 (available at <http://www.cavtel.com/homeservice/voip/index.shtml>).

72. EarthLink Press Release, *EarthLink Launches Free VoIP Service*, Oct. 5, 2004.

73. See Jim Hu and Ben Charny, *AOL Testing Net Phone Service*, CNET NEWS.COM, Aug. 30, 2004 (available at http://news.com.com/AOL+testing+Net+phone+service/2100-7352_3-5330183.html).

74. VoicePulse, *How Much Does VoicePulse Cost?*, downloaded on Oct. 12, 2004 (available at <http://www.voicepulse.com/plans/default.aspx>); Net2Phone, *VoiceLine Broadband Phone Service* (available at <http://web.net2phone.com/consumer/voiceline/>).

75. FuturaTechnologies, *Futura Voice Business and Residential Plans* (available at <https://www.futuravoice.com/nuviovoice.php>).

76. eGlobalPhone (available at <http://www.eglobalphone.com>); VoIP.Net, *Residential Plus Plan* (available at http://www.voip.net/bd_3resiplusplan.aspx).

77. Packet8, *Service Plans* (available at <http://www.packet8.net/about/residential.asp>); Lingo, *Home Plans*, (available at <https://www.lingo.com/guWeb/>); BroadVoice, *Rate Plans* (available at <http://www.broadvoice.com/rateplans.html>); BroadVox Direct (available at <http://www.broadvoxdirect.com/>);

78. Reinhardt Krause, *Internet Phone Calls Could Squeeze Prices*, INVESTOR'S BUSINESS DAILY, Dec. 12, 2003, at 2 (projecting that by 2008 to 2010, the Bell companies will have lost 20 to 30 percent of their current share of voice consumers); LEGG MASON, *Three Trends and a Train Wreck: Consolidation, Broadband/VoIP, and Bundling are Driving Market But on Collision Course with Telecom and Media Regulation System*, Nov. 17, 2003, at 9.

over the next five years.”⁷⁹ In just the past month, for example, AT&T lowered the price of VoIP service—its second reduction in four months—from \$35 to \$30.⁸⁰ Vonage lowered the price of its unlimited plan from \$35 to \$30 in May 2004,⁸¹ then again to \$25 in reaction to an AT&T price cut.⁸² As noted above, in October 2004, AT&T introduced a new CallVantage plan offering unlimited local service for \$19.99 per month, with local toll and long-distance calling to the U.S. and Canada billed at \$0.04 per minute.⁸³

CONCLUSION

33. Marketplace evidence demonstrates that consumers view wireless, cable switched telephony, and VoIP as viable competitive alternatives to wireline voice service. As a result, these intermodal competitors constrain the prices of wireline voice services and, from an economic perspective, these services are all in the same product market.

79. Reinhardt Krause, *Internet Phone Calls Could Squeeze Prices*, INVESTOR’S BUSINESS DAILY, Dec. 12, 2003 (quoting John Hodulik).

80. AT&T News Release, *AT&T Lowers Price of Its Residential VoIP Service*, Sept. 30, 2004; AT&T News Release, *AT&T CallVantage Service Expands To Serve 10 Major Markets in Florida*, June 14, 2004.

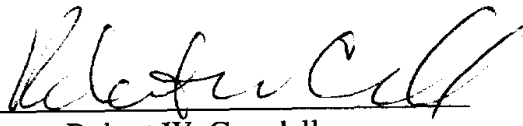
81. Vonage Press Release, *Vonage Drops Residential Premium Unlimited Plan by \$5 to \$29.99*, May 17, 2004.

82. See Justin Hyde, *AT&T, Vonage Cut Prices on Internet Calling*, Reuters, Sept. 30, 2004; Vonage Press Release, *Vonage Upgrades Local Unlimited Calling Plan to Premium Unlimited Plan*, Oct. 1, 2004.

83. See AT&T News Release, *AT&T Introduces New Residential VoIP Plan*, Oct. 14, 2004.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

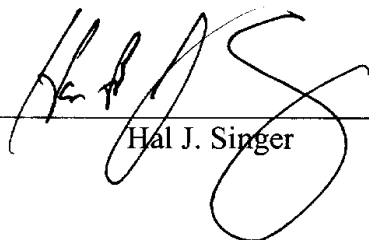
Executed on October 18, 2004



Robert W. Crandall

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on October 18, 2004



Hal J. Singer

**REPLY DECLARATION OF ROBERT W. CRANDALL AND
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EXHIBIT 1

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REPLY DECLARATION OF ROBERT W. CRANDALL AND
HAL J. SINGER

EXHIBIT 2

EXHIBIT 2: SINGER CV

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EDUCATION

THE JOHNS HOPKINS UNIVERSITY, Ph.D., 1999; M.A. (Economics), 1996.

TULANE UNIVERSITY, B.S. *magna cum laude* (Economics), 1994.

CURRENT EMPLOYMENT

CRITERION ECONOMICS, L.L.C., Washington, D.C.: President, 2004-present. Senior Vice President, 1999-2004.

EMPLOYMENT HISTORY

LECG, INC., WASHINGTON, D.C.: Senior Economist, 1998-99.

U.S. SECURITIES AND EXCHANGE COMMISSION, OFFICE OF ECONOMIC ANALYSIS, WASHINGTON, D.C.: Staff Economist, 1997-98.

THE JOHNS HOPKINS UNIVERSITY, ECONOMICS DEPARTMENT, BALTIMORE: Teaching Assistant, 1996-98.

AUTHORED BOOKS

Broadband in Europe: How Brussels Can Wire the Information Society, co-authored with Dan Maldoom, Richard Marsden, and J. Gregory Sidak (forthcoming Kluwer/Springer Press 2005).

JOURNAL ARTICLES

Überregulation without Economics: The World Trade Organization's Decision in the U.S.-Mexico Arbitration on Telecommunications Services, 57 FEDERAL COMMUNICATIONS LAW JOURNAL (forthcoming 2004), co-authored with J. Gregory Sidak.

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CRITERION ECONOMICS, L.L.C.

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MEMBERSHIPS

American Economics Association

PERSONAL INFORMATION

American citizen, born March 31, 1972. Married to Ingrid Arraut Singer. Two daughters: Alexis and Kayla. Resident of Oakton, Virginia.

September 28, 2004

CRITERION ECONOMICS, L.L.C.

REPLY DECLARATION OF ROBERT W. CRANDALL AND
HAL J. SINGER

EXHIBIT 3

EXHIBIT 3: SUMMARY OF FCC'S FINDINGS ON WIRELESS DISPLACEMENT

CMRS Report (Year)	Summary	Source
Ninth (2004)	One analyst estimated that 23 percent of voice minutes in 2003 were wireless, up from 7 percent in 2000.	David Janazzo, Wendy Liu, and Linda Mutschler, <i>The Next Generation VIII</i> , Merrill Lynch, Global Securities Research & Economics Group, Mar. 15, 2004 at 40.
Ninth (2004)	The Census Bureau estimates that 5 to 6 percent of all households now have wireless phones only.	Tucker, Clyde, Michael Brick, and Brian Meekins, "Telephone Service in U.S. Households in 2004," paper presented at the 2004 Annual Meeting of the American Association for Public Opinion Research.
Eighth (2003)	In 1996, wireless accounted for 5 percent of total telecommunications revenues. It now accounts for 30 percent.	<i>Health of the Telecommunications Sector: A Perspective from Investors and Economists, before the House Subcommittee on Telecommunications and the Internet</i> , 108th Cong. (Feb. 5, 2003) (statement of Blake Bath, Managing Partner, Lehman Brothers)
Eighth (2003)	Wireless has now displaced about 30 percent of total wireline minutes.	Cannon Carr and Gregor Dannacher, <i>Can Wireline Cannibalization Save Wireless ARPU in 2003?</i> , CIBC WORLD MARKETS, Dec. 11, 2002, at 8.
Eighth (2003)	For the average household, wireless represents 27 percent of total telecommunications expenditures. The breakdown: Local (26 percent); Local Toll (2 percent); Long Distance (8 percent); Wireless (27 percent); Cable/Satellite (27 percent); Internet (11 percent).	<i>TNS Telecoms Data ranks Verizon the Third Largest Long Distance Provider in the U.S., Surpassing Sprint</i> , News Release, TNS Telecoms, Jan. 7, 2003.
Eighth (2003)	For Verizon, SBC, and BellSouth, business and consumer access lines declined by 3.6, 4.1, and 3.2 percent, respectively, in 2002, for a total decrease of 5.5 million lines.	Reinhardt Krause, <i>Local Bells Losing Second Lines as Users Go Broadband, Wireless</i> , INVESTOR'S BUS. DAILY, Feb. 11, 2003, at A01.
Eighth (2003)	The number of payphones has declined from 2.7 million in the mid-1990s to about 1.9 million today.	Yuki Noguchi, <i>Requiem for the Payphone: As Cell Phone Use Increases, an Icon gradually Dies</i> , WASHINGTON POST, Dec. 30, 2002, at E1.
Seventh (2002)	Analysts estimate that 3 to 5 percent of wireless customers use their wireless phones as their only phone.	<i>Carriers Said to Need New Tactics to Combat LD Substitution</i> , COMM. DAILY, Mar. 15, 2002 (citing Yankee Group analyst Knox Bricken's estimate of 3 percent).
Seventh (2002)	According to CTIA, about 2.2 percent of people in the United States have abandoned their wireline phones in favor of wireless phones or other wireless devices, which translates into roughly 5 percent of all wireless subscribers.	Yuki Noguchi, <i>More Cell-Phone Users Cut Ties to Traditional Service</i> , WASHTECH.COM, Dec. 27, 2001 (citing CTIA).
Seventh (2002)	20 percent of residential customers had replaced "some" wireline phone usage with wireless, and that 11 percent had replaced a "significant percentage."	<i>Carriers Said to Need New Tactics to Combat LD Substitution</i> , COMM. DAILY, Mar. 15, 2002 (citing Yankee Group analyst Knox Bricken).
Seventh (2002)	Almost one in five mobile telephony users regard their wireless phone as their primary phone.	Michelle Kessler, <i>18% See Cellphones as Their Main Phone</i> , USA TODAY, Feb. 1, 2002.
Seventh (2002)	The number of residential access lines served by BellSouth, SBC, and Verizon dropped by almost 3 percent during 2001, more than 2.5 million lines.	Linda Mutschler et al., <i>The Next Generation VII</i> , Merrill Lynch, Equity Research, Feb. 21, 2003, at 34.
Seventh (2002)	By the end of 2001, wireless had displaced 10 million access lines, primarily by consumers choosing wireless over installing additional access lines.	<i>It's a Wireless Boom as More People Cut the Cord</i> , News Release, IDC, Jan. 8, 2002.
Seventh (2002)	Another study estimates that 2 million households replaced an access line with a wireless phone in the first six months of 2001.	Margaret Schoener, <i>U.S. Residential Wireless Voice Access Lines Head South, Revenue Heads North</i> , Gartner, Inc., Aug. 31, 2001, at 1.
Seventh (2002)	20 percent of AT&T's customers, or 5 million people, have replaced some wireline long distance usage with wireless.	<i>Carriers Said to Need New Tactics to Combat LD Substitution</i> , COMM. DAILY, Mar. 15, 2002 (citing Yankee Group analyst Knox Bricken).
Sixth (2001)	About 3 percent of mobile telephone subscribers rely on their wireless phone as their only phone.	Judy Saries, <i>Wireless Users Hanging Up On Landline Phones</i> , NASHVILLE BUS. J., Feb. 2, 2001.
Sixth (2001)	CTIA estimates that the percent of mobile telephone subscribers who rely on their wireless phone as their only phone could be as high as 5 percent, based on a February 2000 survey it sponsored.	<i>Consumers Replacing Landline Phones with Wireless</i> , KNIGHT RIDDER/TRIBUNE BUS. NEWS, Jan. 10, 2001, available in 2001 WL 2837499.
Sixth (2001)	77 percent of wireless customers said they use their phones primarily for personal calls.	<i>Majority of Customers Use Cell Phones for Personal Calls</i> , RCR WIRELESS NEWS, Jan. 29, 2001, at 29 (citing a survey conducted by Cellular One Group).

CMRS Report (Year)	Summary	Source
Sixth (2001)	Three in 10 wireless phone users stated they would rather give up their home wireline connection than their wireless phone. Among wireless users aged 18 to 34 years old, that figure rose to 45 percent.	<i>Will Wireless Phones Make Traditional Home Telephones Obsolete?</i> , News Release, Consumer Electronics Association, Apr. 6, 2000.
Sixth (2001)	In January 2000, 12 percent of respondents said they purchased a wireless phone instead of installing an additional wireline phone.	Callie Nelson, <i>Replacing Landline with Wireless: How Far Can It Go?</i> , IDC, Dec. 2000 (citing IDC's <i>Personal Wireless Communications User Survey</i> , 2000).
Fifth (2000)	In September 1999, 2 percent of survey respondents indicated that their mobile phone functions as their only phone.	<i>PCIA and The Yankee Group Release Largest Wireless Consumer Survey at PCS '99</i> , PCIA, News Release, Sept. 23, 1999.

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Unbundled Access to Network Elements)	WC Docket No. 04-313
)	
Review of the Section 251 Unbundling)	CC Docket No. 01-338
Obligations of Incumbent Local Exchange)	
Carriers)	

**REPLY DECLARATION OF JEFFREY H. ROHLFS AND JOSEPH H. WEBER
SUBMITTED IN SUPPORT OF THE COMMENTS OF
THE VERIZON TELEPHONE COMPANIES**

1. My name is Jeffrey H. Rohlfs. I am a Ph.D. economist who has specialized in the telecommunications industry. For the past 21 years I have been a consultant. Before that, I was Department Head for Economic Modeling Research at Bell Labs. I have made numerous filings before the FCC regarding ground rules for competition, pricing of interconnection and unbundled network elements, and regulatory reform. I have also consulted for regulatory commissions in many foreign countries on these same issues. My CV is attached to this declaration. *See Exhibit 2.*
2. My name is Joseph H. Weber. I am a telecommunications engineer with over 30 years of experience in systems engineering and network planning at AT&T and Bell Labs. For the past 15 years I have been consulting on telecommunications matters for clients in the United States and abroad, focusing on the impact of technology on policy issues. I have provided testimony on telecommunications technology issues in a number of state proceedings as well as before the FCC. My CV is attached to this declaration. *See Exhibit 3.*

3. At Verizon's request, we have examined the model named "Impairment Analysis Tool" or "IAT" that was submitted by Dr. Michael Pelcovits on behalf of MCI in this proceeding. This model purports to analyze a CLECs' potential costs and revenues if it were to enter a market using a UNE-loop strategy with its own switches and to determine whether a CLEC could enter profitably. Dr. Pelcovits asserts that this model demonstrates "that entry is not likely to be profitable under a wide range of circumstances in virtually all markets." (Pelcovits Decl. ¶ 107.)
4. As we discuss in more detail in the attached report (Exhibit 1), a potential deployment model, such as IAT, cannot, even in principle, demonstrate that competition *would* be impaired in the absence of unbundled switching and/or transport. At most, such a model could demonstrate that competition *using one particular network configuration* is not viable. It says nothing about the viability of competition under alternative network configurations, including inter-modal alternatives.
5. Furthermore, even in the network configuration posited in IAT, Dr. Pelcovits falls far short of demonstrating that competition would be non-viable. IAT contains a number of errors and indefensible assumptions that undermine Dr. Pelcovits' conclusion.

Among other things, the model

- Substantially underestimates CLEC revenues by assuming they will be based on ILEC revenues, even though the current prices of the actual calling plans CLECs offer today in the marketplace yield significantly higher revenues;
- Assumes customer churn rates that are significantly higher than those CLECs currently experience;
- Assumes costs for DLC equipment that are too high; and
- Improperly analyzes the profitability of operating in an additional wire center by looking at fully allocated costs rather than incremental costs.